

# C3 Software Screenshots of Tools Available

## Plan of Care

+ Member View

- Episode View

Activities

Edit Episode Details

Add Notes

Contacts

View Notes

Provider

Procedure

Diagnosis

Documents

Cost Savings

Issues

Messages

Notifications

Complaints/Concerns Track

Call Tracking

Educational Material

Acuity Level

Level Of Care

Outreach Activities

Education

Assessments

Plan Of Care

Change Status

Hide Navigation Panel

Member Details

Member Name:

DOB:

Gender:

Language:

Phone:

ID:

...

Member Data

Perc Score:

Conditions:

ESRD:

Acuity Level:

Level of Care:

Episode:

Assessment Score:

...

Member Coverage

Group:

Coverage Status:

Duals:

Claims Data

Medication History

Diagnosis History

Procedure History

Provider

PCP:

Phone:

NPI:

LPO:

Treating Physician:

Phone:

NPI:

Add Activity

Time

Triggers

Triggers History

Health Coach: [Lucy Tillet RN](#)

Plan Of Care

Episode View

Patient View

Problem	Category	Problem Status	Date Added	Actions
Member takes medications/prescriptions on most days of the week, and they have problems taking them.	Social Needs Adult	Not Resolved	02/25/2016	Show
Member does not have an advance directive.	Behavioral Risk Adult	Not Resolved	02/25/2016	Show
Member reports high stress levels	Behavioral Risk Adult	Not Resolved	02/25/2016	Show
Member uses tobacco products.	Behavioral Risk Adult	Not Resolved	02/25/2016	Show
Positive screening for moderate depression	Behavioral Risk Adult	Not Resolved	02/25/2016	Show
Positive Screening for Depression.	Behavioral Risk Adult	Not Resolved	02/25/2016	Show
Member does not have a provider that they see regularly.	Social Needs Adult	Resolved	02/25/2016	Show

Add Problem

Preview CarePlan

Preview CarePlan (HTML)

## Episode View

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Change Status

Hide Navigation Panel

Member Details

Member Name:

DOB:

Gender:

Language:

Phone:

ID:

...

Member Data

Perc Score:

Conditions:

ESRD:

Acuity Level:

Level of Care:

Episode:

Assessment Score:

...

Member Coverage

Group:

Coverage Status:

Duals:

Claims Data

Medication History

Diagnosis History

Procedure History

Provider

PCP:

Phone:

NPI:

LPO:

Treating Physician:

Phone:

NPI:

Add Activity

Time

Triggers

Triggers History

Health Coach: [Lucy Tillet RN](#)

Care Summary

Print Preview

Member Contacts

Contact Name	Phone	Cell	Type
No current member contact information			

Interdisciplinary Care Team Contacts

Lead	Name	Phone	Relationship
No current care management team contact information			

Diagnoses (self reported)

Diagnoses (from claims)

Outreach Activities

Trigger	Assigned To	Action
DM Member is Acuity 3 requires both SNA and BR completed within 45 days of identification		Unassigned
Member does not have Advance Directive; provide education and follow-up with mailing as appropriate		Unassigned
Tobacco User 12 year or older Needs Tobacco Cessation Assessment and Tobacco Action Assessments completed.		Unassigned

Medications (self reported)

Med Name	How Much to Take	How to Take	How Often	Why Am I Taking This	Continue Med	Reason Not Taking	Special Instructions
No current Medication information							

Lab Data

Test	Completed Date	Value	Source
No current lab data information			

Assessment History

Assessment	Assessment Date	Clinical Score	Assessor	Action
Soc Needs Adult	02/25/2016		Lucy Tillet RN	<a href="#">View Report</a>
Beh Risk Adult	02/25/2016		Lucy Tillet RN	<a href="#">View Report</a>

Plan of Care

Hide resolved problems

Expand All

Problem	Category	Problem Status
Member takes medications/prescriptions on most days of the week, and they have problems taking them.	Social Needs Adult	Not Resolved
Member does not have an advance directive.	Behavioral Risk Adult	Not Resolved
Member reports high stress levels	Behavioral Risk Adult	Not Resolved
Member uses tobacco products.	Behavioral Risk Adult	Not Resolved
Positive screening for moderate depression	Behavioral Risk Adult	Not Resolved
Positive Screening for Depression.	Behavioral Risk Adult	Not Resolved
Member does not have a provider that they see regularly.	Social Needs Adult	Resolved

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## Daily Follow Up Nurse Activities

Friday, 18 Mar 2016

Activity

Member Name	Episode Type	Group	Follow-up Time	Activity Description	Encounter Type	Phone Number	Notes
	DM	Dual	03/18/2016 12:00 AM	Schedule an appointment for a ...	Care Plan Development		
	DM	FFS Medicaid	03/18/2016 12:00 AM	Member to have condition ...	Care Plan Development		
	DM	Dual	03/18/2016 12:00 AM	Refer to site specific ...	Care Plan Development		
	DM	Dual	03/18/2016 12:00 AM	If next appointment with a ...	Care Plan Development		Added from careplan
	DM	Dual	03/18/2016 12:00 AM	Identify barriers to managing ...	Care Plan Development		Added from careplan
	DM	Dual	03/18/2016 12:00 AM	Coordinate medication buddy ...	Care Plan Development		Added from careplan
	DM	Dual	03/18/2016 12:00 AM	Send an APS action plan and ...	Care Plan Development		Added from careplan
	DM	Dual	03/18/2016 12:00 AM	Call to schedule a follow-up ...	Care Plan Development		Added from careplan
	DM	Dual	03/18/2016 12:00 AM	If not yet scheduled, call to ...	Care Plan Development		Added from careplan
	DM	Dual	03/18/2016 12:00 AM	If not seeing an ...	Care Plan Development		Added from careplan
	DM	Dual	03/18/2016 10:59 AM	Phone call to	IP/ER Discharge Coordination		
	DM	FFS Medicaid	03/18/2016 10:59 AM	Correspondence from	IP/ER Discharge Coordination		ADMIT 3/9/2016 TO LEGACY EMANUEL DX: UNK
	DM	Dual	03/18/2016 11:08 AM	Chart Review	Discharge coordination		
	DM	FFS Medicaid	03/18/2016 11:38 AM	Phone call to	Outreach Coordination Activities		
	DM	Dual	03/18/2016 11:52 AM	Phone call to	Discharge coordination		
	DM	Dual	03/18/2016 11:53 AM	Phone call to	Outreach Coordination Activities		
	DM	FFS Medicaid	03/18/2016 01:30 PM	Phone call to	Outreach Coordination Activities		
	DM	Dual	03/18/2016 01:32 PM	Coordinate referral for BH ...	Care Plan Development		
	DM	Dual	03/18/2016 01:48 PM	Refer to site specific ...	Care Plan Development		
	DM	Dual	03/18/2016 02:25 PM	Refer to site specific ...	Care Plan Development		
	DM	Dual	03/18/2016 03:56 PM	Chart Review	IP/ER Discharge Coordination		
	DM	Dual	03/18/2016 04:30 PM	Correspondence from	IP/ER Discharge Coordination		ADMIT 3/16/2016 TO SACRED HEART UNIVERSI
	DM	Dual	03/18/2016 05:07 PM	Phone call to	Outreach Coordination Activities		
	DM	FFS Medicaid	03/18/2016 05:19 PM	Phone call to	Discharge coordination		
	DM	Dual	03/18/2016 05:24 PM	Phone call to	Discharge coordination		
	DM	FFS Medicaid	03/18/2016 05:28 PM	Phone call to	Outreach Coordination Activities		morning
	DM	Dual	03/18/2016 05:31 PM	Refer to site specific ...	Care Plan Development		
	DM	Dual	03/18/2016 05:35 PM	Refer to site specific ...	Care Plan Development		
	DM	FFS Medicaid	03/18/2016 05:43 PM	Phone call to	Assessment		
	DM	FFS Medicaid	03/18/2016 06:07 PM	Chart Review	Discharge coordination		
	DM	Dual	03/18/2016 06:47 PM	Refer to site specific ...	Care Plan Development		
	DM	Dual	03/18/2016 07:05 PM	Refer to site specific ...	Care Plan Development		
	DM	FFS Medicaid	03/18/2016 11:06 PM	Correspondence from	IP/ER Discharge Coordination		ADMIT 09/16/2015, BAY AREA HOSPITAL, DX:
	DM	Dual	03/18/2016 11:53 PM	Correspondence from	IP/ER Discharge Coordination		ADMIT 03/16/2016, SALEM HOSPITAL, DX: LA